



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Budget PrePay, Inc.**  
**Budget Mobile**  
**Budget Phone**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.00	0.00	0.00	0.00
C. Repair Office Answer Time [730.510(b)(1)]	7.04	4.04	7.14	6.07
D. Business or Customer Service Answer Time [730.510(b)(1)]	3.37	2.15	3.49	3.00
E. Percent of Service Installations [730.540(a)]	100.00%	87.00% *	89.00% *	92.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	90.00% *	100.00%	90.00% *	93.00% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	3.00	0.00	5.00	2.67
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	1.20%	0.90%	0.70%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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